

# Md Rakibul Hasan

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## Objective

I want to utilize my experience and gained knowledge about the skills and competencies of problem analysis and solving, project management, technical writing, documentation, Canadian healthcare systems, practices, processes, and standards in the Clinical Informatics Analyst position of Verto Health which is advertised on [hypjobs.ca](http://hypjobs.ca).

## Highlights of qualification

- Proper understanding of Canadian healthcare industry, clinical practices, and processes
- Experienced of leading a team in a project
- Worked to improve processes, quality of service
- Good grasp of technical and presentation skills
- Strong team player and excellent interpersonal skills
- Experienced of working in dynamic environment

## Technical Skills

- Microsoft Office
- Tableau
- Python
- Project documentation
- Microsoft Visio, Lucidchart
- Business Context Diagram, Business Process Model and Notation, Use Case Diagram

## Education

Health Informatics, Graduate Certificate

September 2020 – August 2021

George Brown College, Toronto, ON

Class projects:

- Theoretical framework development of a fundraising platform for medical equipment.
- Theoretical framework development of a CDSS for selecting appropriate antibiotic by the physicians.
- Development of a technological solution that combat isolation in seniors to improve health outcomes.
- Theoretical framework development of a consumer health app.
- Commercial and health centric review of a publicly available consumer health app.
- Analysis and visualization of publicly available healthcare data.

Management Information Systems, MBA

March 2016 - February 2017

University of Dhaka, Dhaka, Bangladesh

## Experience

### Fulfillment Center Associate

November 2020 – January 2021

Amazon, Toronto, ON

- Picked products from different shelves
- Categorized and organized picked products
- Collected and organized packed products

### Customer Service Team Member

September 2020 – October 2020

KFC, Toronto, ON

- Communicated with the customers and took orders as per their requests
- Prepared the foods by working on the food service team to cope with the demand
- Checked and passed the food to the customers according to their orders

### Associate Manager, Product & Communication, Cards Business

July 2018 – July 2020

Eastern Bank Limited, Dhaka, Bangladesh

- Developed new processes, improved existing processes for delivery of better customer service
- Worked with IT team to develop, monitor and manage cards types, processes, and transaction in Card Management System
- Maintained liaison with payment brands to monitor the business growth, profitability, project-based business performance, technical solutions implementation.
- Acted as a project leader in initiating, developing, wireframing and managing the loyalty program of the bank.
- Analyzed and visualized card business performance, projects outcome, campaigns result and presented as reports to the management for better decision making.

### Management Trainee Office, Human Resource Division

July 2017 – June 2018

Eastern Bank Limited, Dhaka, Bangladesh

- Worked to understand and perform the job responsibilities and duties of multiple units like Branch, Digital Banking and Corporate Banking Division on attachment basis.
- Worked to understand the workflow of different units like Operations, Credit Risk Management, Cards, Credit Administration and Treasury Division on rotation basis.

## Certification

Google Analytics for Beginners

2020

Google Analytics Academy

Learning Data Analytics

2020

LinkedIn

Python Data Structures

2020

University of Michigan (Offered through Coursera)